

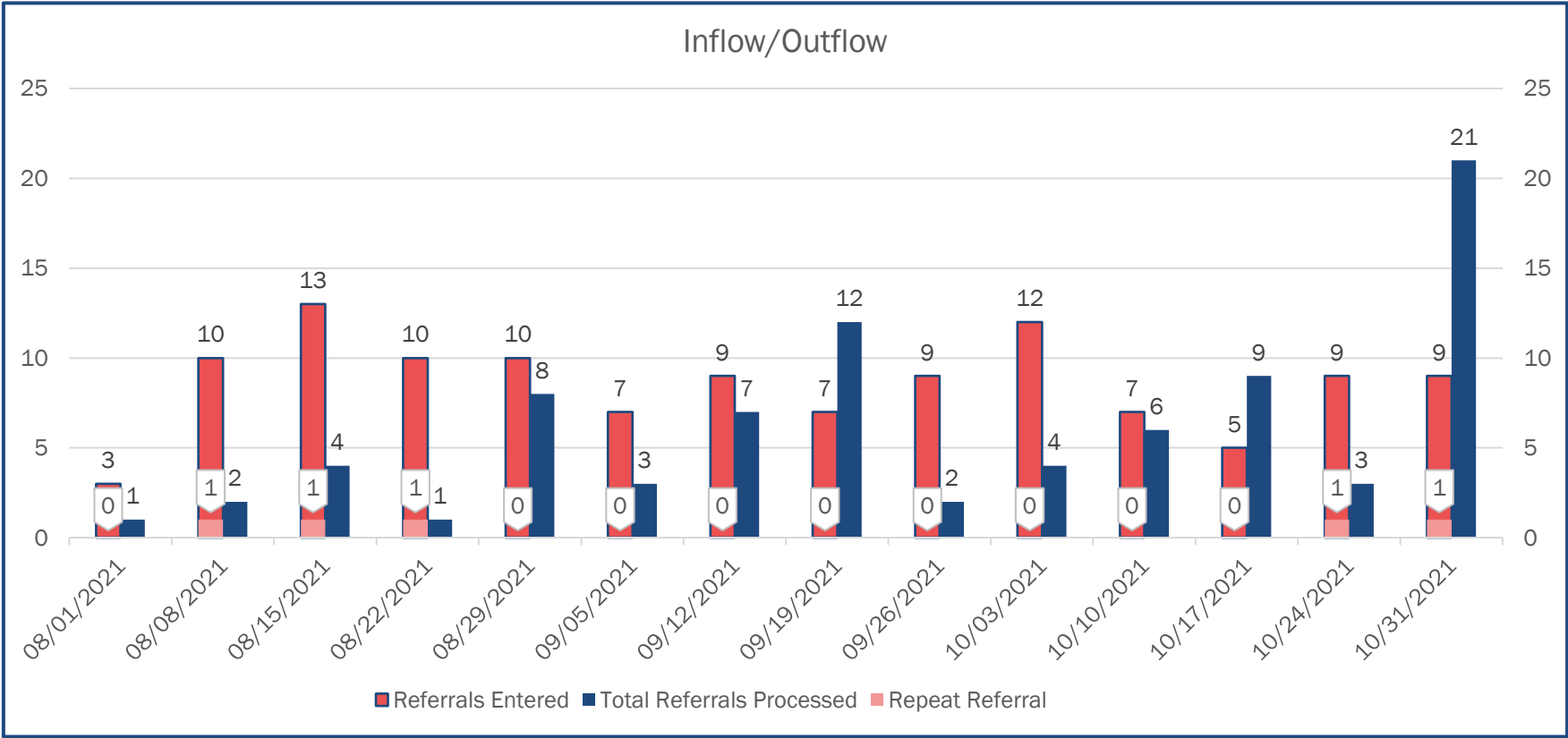
Home Care Provider Referral Portal – Summary

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

November 8, 2021
379 Total Referrals
<div><div>• 162 Available</div><div>• 14 Selected (for review by provider)</div><div>• 203 Processed (with service authorized since implementation of referral portal in 3/2021)</div></div>

Percent of Total Referrals Processed (since implementation of referral portal in 3/2021)
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As of 11/8/2021	54%
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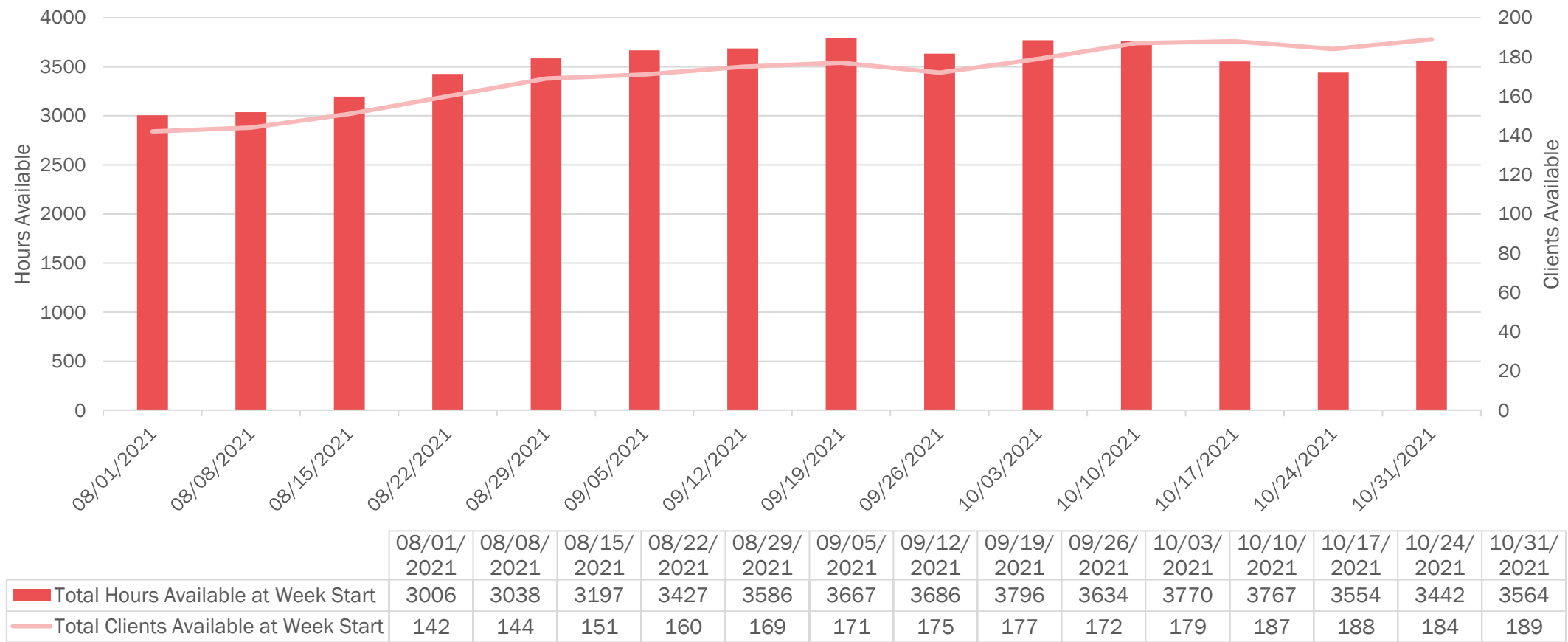
Referrals Entered (red bar): Referrals entered during the week by case managers requesting service
Total Referrals Processed (blue bar): Referrals accepted for service by providers, during the week
Repeat Referral (pink bar with shield shaped number): Referrals previously accepted with service initiated; service ended; case managers re-entered onto referral portal during week seeking service again

Home Care Provider Referral Portal – Referral Status

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

189 individuals waiting for total of 3,564 hours of service

Pool of Available Referrals at Week Start

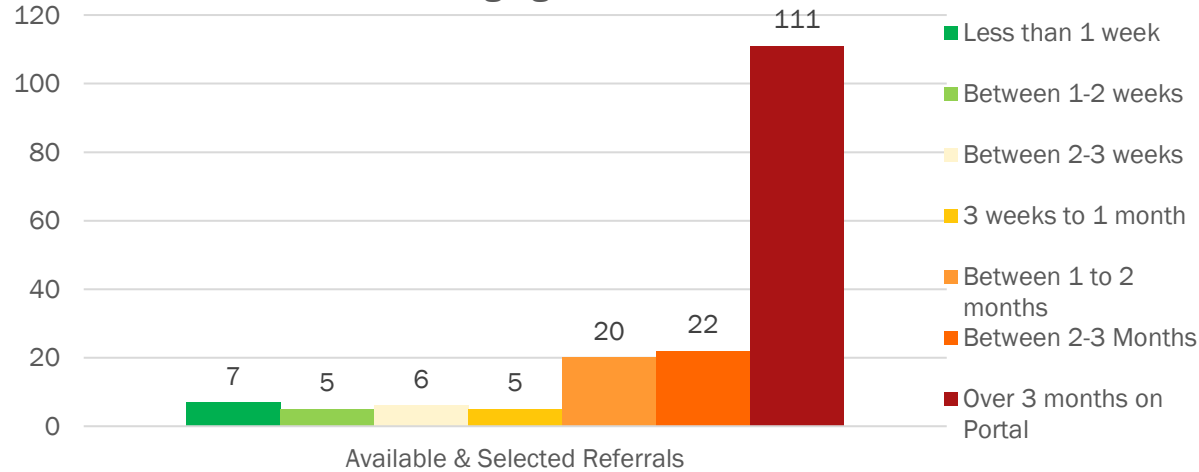


Home Care Provider Referral Portal – Days of Service

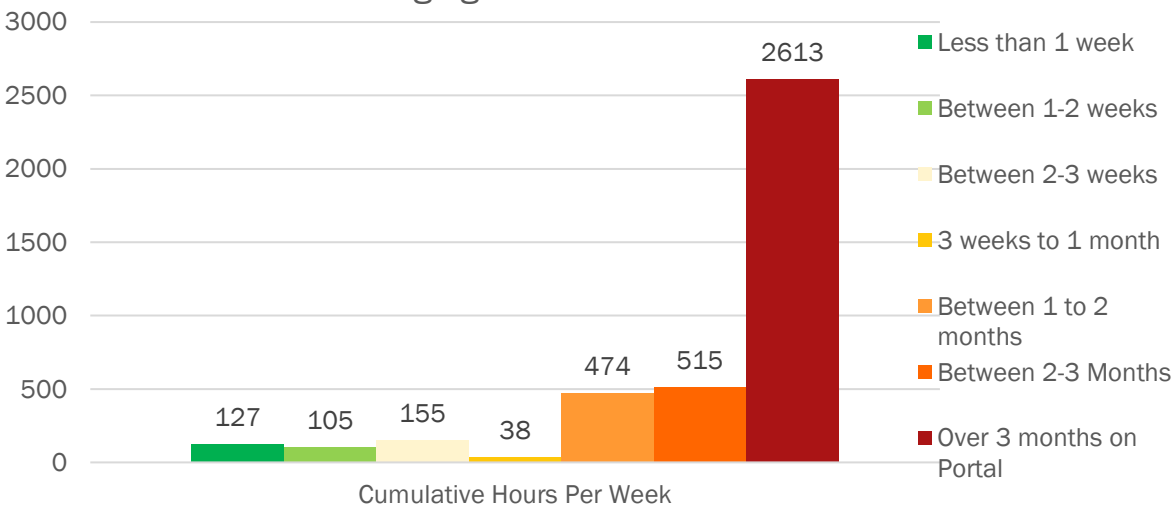
NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Case managers assign referrals an urgency level of 2 days, 5 days, or 14 days to be filled.

Current Aging of Available Referrals

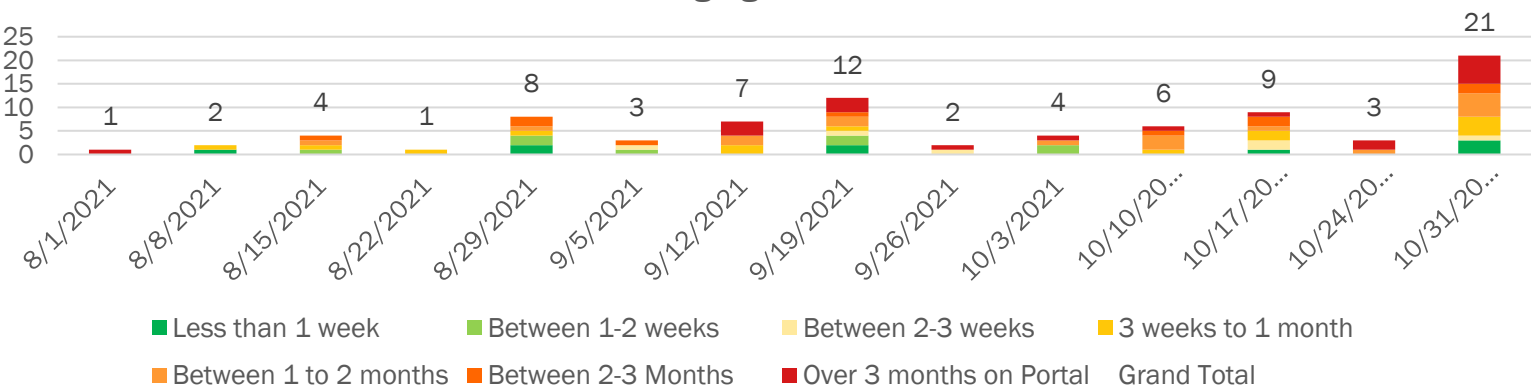


Current Aging of Available Hours Per Week



• 76% of individuals referred have been waiting over two months for service.

Aging when Processed



Home Care Provider Referral Portal – Referrals Available and Processed

By Zip Code

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Postal Code	Region Name	Available/Selected	Processed
02806	Barrington	0	1
02809	Bristol	2	1
02813	Charlestown	2	0
02816	Coventry	11	3
02817	West Greenwich	0	3
02818	East Greenwich	4	3
02828	Greenville	2	2
02831	Hope	1	0
02832	Hope Valley, Richmond	0	2
02835	Jamestown	1	0
02837	Little Compton, L Compton	0	1
02840	Newport	21	3
02842	Middletown	2	0
02852	North Kingstown	5	1
02859	Pascoag	2	0
02860	Pawtucket	5	15
02861	Pawtucket	0	4
02863	Central Falls	0	6
02864	Cumberland	4	5
02865	Lincoln	1	3
02871	Portsmouth	2	1
02876	Slatersville	1	0
02878	Tiverton	4	1
	Wakefield/Narragansett/Peace		
02879	Dale/South Kingstown	6	1

Postal Code	Region Name	Available/Selected	Processed
02881	Kingston	0	1
02882	Narragansett/Point Judith	3	0
02885	Warren	1	0
02886	Warwick	5	6
02888	Warwick	2	2
02889	Warwick	3	4
02891	Westerly	5	5
02893	West Warwick	14	6
02895	Woonsocket	11	13
02896	North Smithfield	1	0
02903	Providence	5	9
02904	Providence/North Providence	17	9
02905	Providence/Cranston	3	11
02906	Providence	0	3
02907	Providence/Cranston	3	15
02908	Providence/North Providence	5	9
02909	Providence	3	13
02910	Cranston/Providence	1	2
02911	North Providence/Providence	2	4
02914	East Providence	2	8
02915	Riverside	4	2
02916	Rumford	1	2
02917	Smithfield	3	2
02919	Johnston/Providence	1	8
02920	Cranston	5	13

➤ The red shaded columns show numbers of referrals currently available out of the total entered into the referral portal since its 3/3021 inception. The blue shaded column shows number of referrals processed since the portal's 3/2021 inception. No referrals have been received in postal code areas that are not listed.

Home Care Provider Referral Portal – Available and Processed

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Referrals Available and Processed Based on Primary Diagnosis

Primary Diagnosis	Number Currently Available	Total Number Processed (since 3/2021 implementation)	Percent Processed
Behavioral disorders	9	17	65%
Cardiovascular disorders	28	29	51%
Dementia disorders	13	15	54%
Developmental disorders	4	1	20%
Endocrine disorders	22	21	49%
Muscular/skeletal disorders	47	56	54%
Neurological disorders	18	30	63%
Respiratory disorders	24	17	41%
Urinary/reproductive disorders	2	4	67%
Unknown	9	13	59%
Grand Total	176	203	54%

Referrals Available and Processed Based on Hours Requested

Hours Per Week Requested	Referrals Currently Available	Total Processed Referrals (since 3/2021 implementation)	Number	Percent
1-10 hours	75	55		42%
11-20 hours	36	40		53%
21-30 hours	38	41		52%
31-40 hours	14	35		71%
41 hours plus	13	32		71%
Grand Total	176	203		54%

Referrals Available and Processed Based Consumer Language

Primary Language	Referrals Currently Available	Total Processed Referrals (since 3/2021 implementation)	Number	Percent
English	168	158		48%
Spanish	6	35		85%
Portuguese	1	7		88%
Haitian Creole	1	1		50%
Laotian	0	1		100%
Mandarin	0	1		100%
Grand Total	176	203		54%

Home Care Provider Referral Portal – Provider Usage

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Provider Usage

- 31 (of 34) active providers have at least one case from the referral portal with services authorized, since the 3/2021 inception
 - 8 providers have accepted 10 or more cases
 - 13 providers have accepted between 5 – 9 cases
 - 10 providers have accepted fewer than 5 cases

Provider Education and Technical Assistance

- Gainwell conducted two training sessions for providers.
- Gainwell distributed detailed instructions about use of the home care referral portal, including screen shots and contact information.
- Gainwell's Provider Representative continues to be available to offer one-to-one technical assistance to providers in use of the portal. Contact information available on the following page.

Home Care Provider Referral Portal – Contact Information

Agency	Contact About	Telephone	Email
Gainwell Technologies Help Desk	Claim Status	401-784-8100	
Gainwell Technologies Marlene Lamoureux, Provider Representative	Provider Education and Training	401-784-3805	Marlene.Lamoureux@gainwelltechnologies.com
Department of Human Services	Eligibility and Prior Authorizations	401-415-8455	DHS.LTSS@dhs.ri.gov
Medicaid/Office of Community Programs	Prior Authorizations and general Home Care Provider Referral Portal issues	401-462-6393	OHHS.OCP@ohhs.ri.gov
Office of Healthy Aging	Prior Authorizations <i>NOTE: Contact the regional case management agency first (see next page). If issues remain unresolved, contact OHA.</i>	401-462-0568	Melody.Rodrigues@oha.ri.gov

Home Care Provider Referral Portal – Contact Information

OHA Regional Case Management Agencies

Agency	Telephone	Email
Child and Family Services – Newport/Middletown	401-848-4121	jeyre@childandfamilyri.org
Child and Family Services – Providence	401-780-2213	jeyre@childandfamilyri.org
East Bay CAP	401-490-1152	rcovington@ebcap.org
Tri-County CAP	401-709-2643	rspirito@tricountyri.org
West Bay CAP	401-924-5250	slopatka@westbaycap.org

Updated Home Care Provider Referral Portal data reports will be available each month on the EOHHS website.